



Wireless USB PC to TV Audio/Video Adapter

SWP100A

User Guide



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PC/Laptop Model

Operating System and Service Pack #

CPU, RAM & Video Card (if applicable)

Television/projector Make and Model

Warpia Driver build

Warpia PC adapter & Device Adapter version

Warpia HDMI Firmware version

Send to:

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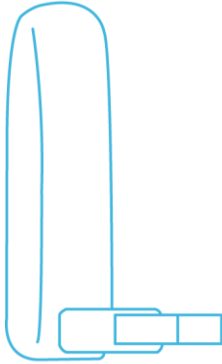
Doc. version UG10055 R1.8

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1 What's in the Package

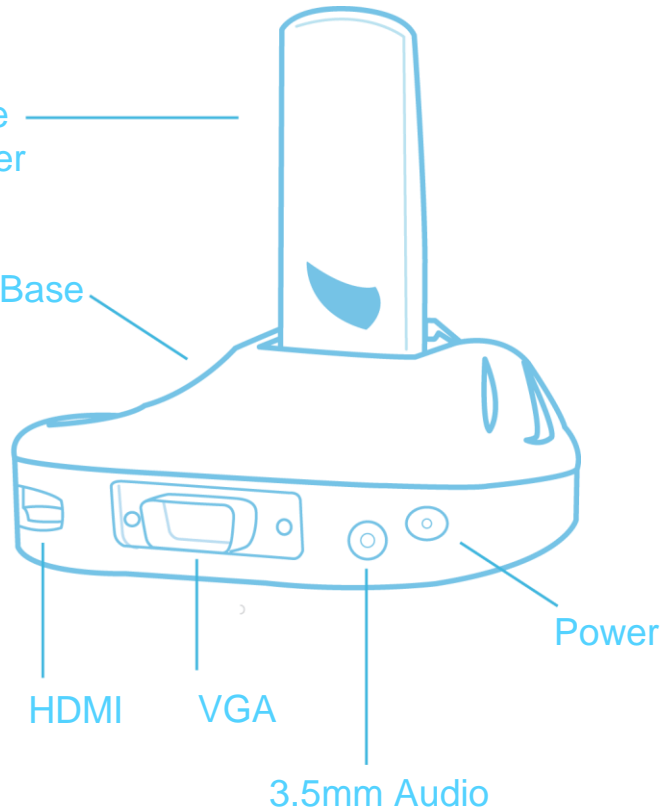
PC Adapter



A/V Adapter

Device
Adapter

A/V Base



HDMI

VGA

3.5mm Audio

Power



Getting Started Guide



Software CD



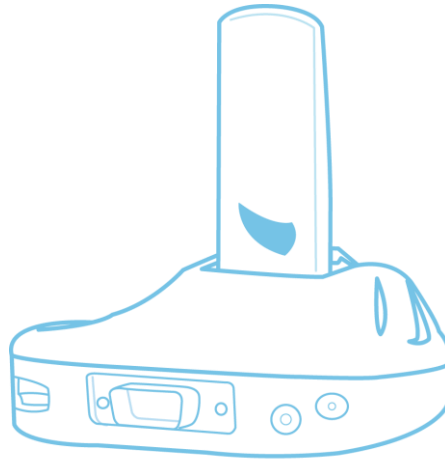
Power Supply Unit

2 Positioning

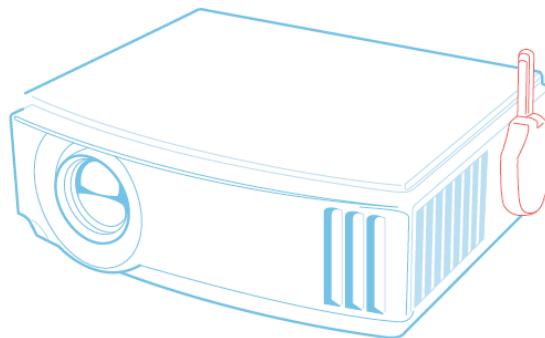
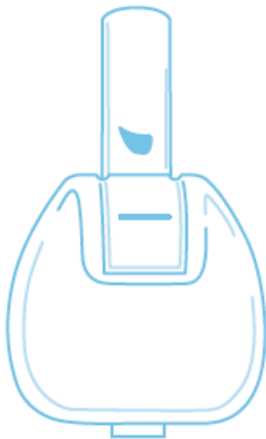
2.1 Positioning the A/V Adapter

The Wireless USB A/V Adapter is designed for two possible mounting options:

- Simple table placement – the Audio/Video Base (A/V Base) is placed on a flat horizontal surface, and the Device Adapter is connected at 90 degrees to the base so that it is vertical.



- Vertical mounting – the A/V Base is fastened to a wall, a projector, or behind a display screen, and the Device Adapter is connected so that it is flat with the mounting surface, with the Device Adapter pointing upwards.



Note: For best performance, it is recommended to always position the Device Adapter vertically so that it is pointing upwards.

2.2 Positioning the PC Adapter

To achieve best performance it is recommended to position the PC Adapter in the upright position.

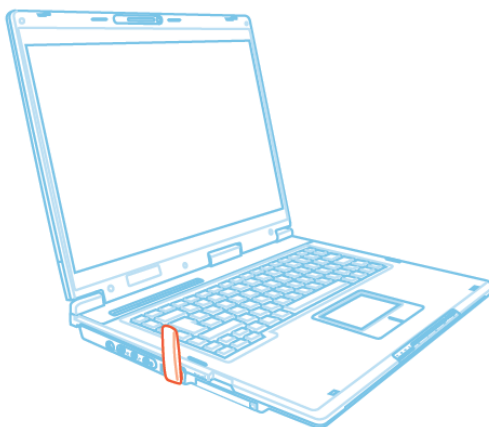


Figure 1: PC in working mode - PC Adapter in upright position

When the laptop is not in use, the PC Adapter can be rotated 90 degrees for storage, as seen in the following illustration:

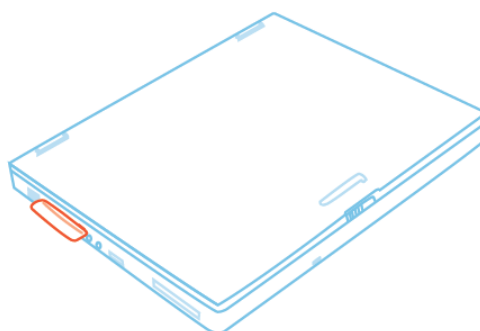
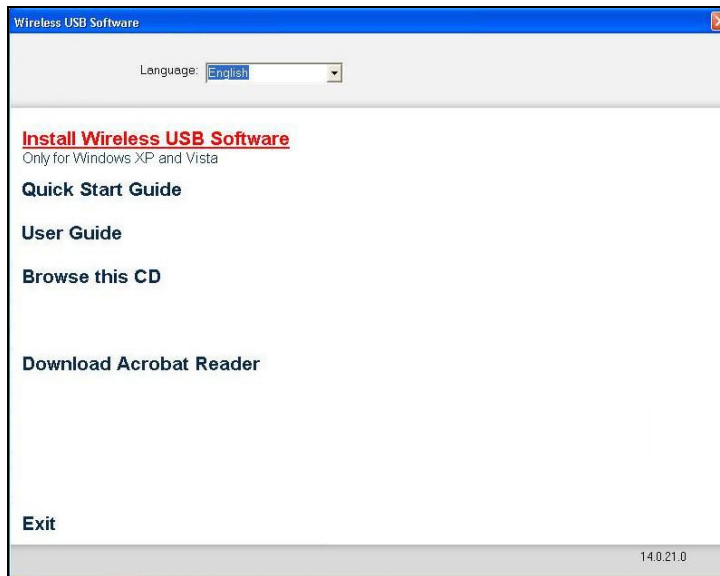


Figure 2: Laptop inactive - PC adapter in horizontal position for storage.

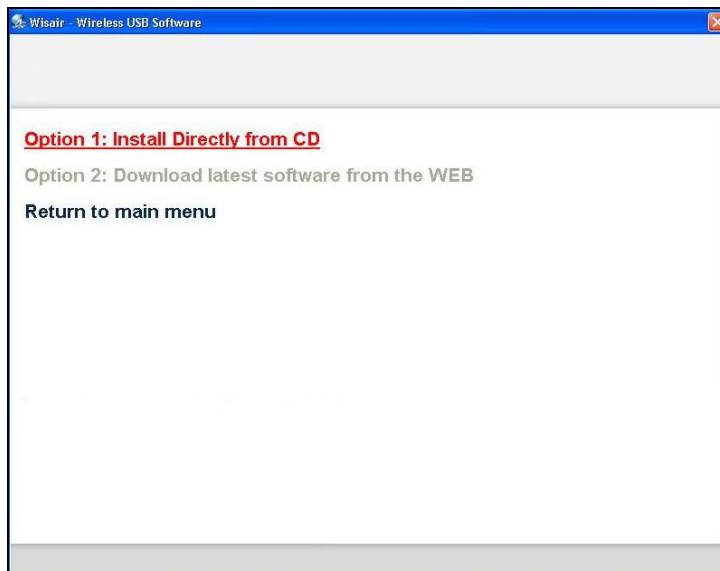
3 Software Installation and First Connection

Note: If your PC contains a previous Wireless USB Suite driver installation, please perform a proper uninstall procedure using the Windows **Control Panel**.

1. Ensure that the PC Adapter is unplugged from the PC.
2. Insert the installation CD in the PC CDROM drive.
3. The installation CD Autoplay menu is displayed.



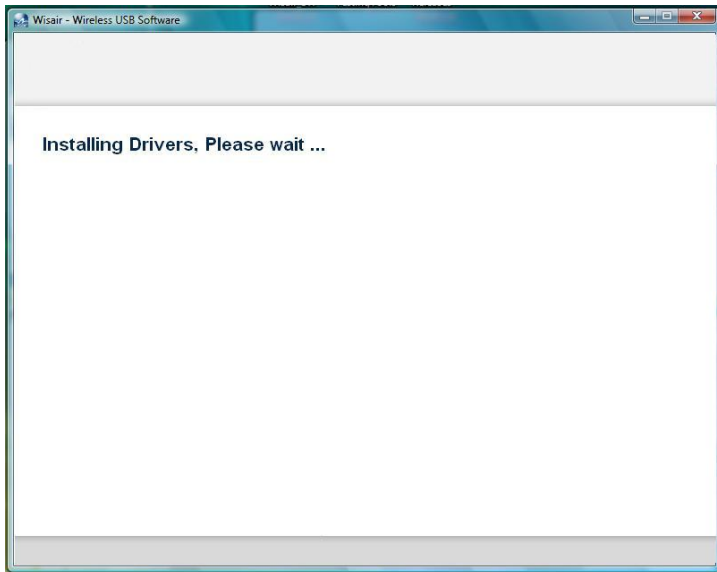
4. Select **.Install Wireless USB Software.**



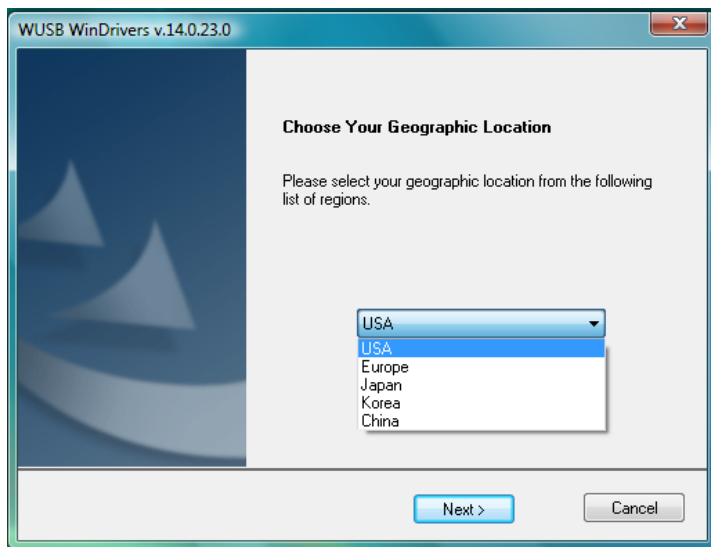
The installer offers two options:

- **Option 1: Install Directly from CD** - initiates the installation process from the CD.
- **Option 2: Download latest software from the WEB** - provides a link to a web address where you can download software updates. If you choose this option, follow the instructions provided on the software download page.

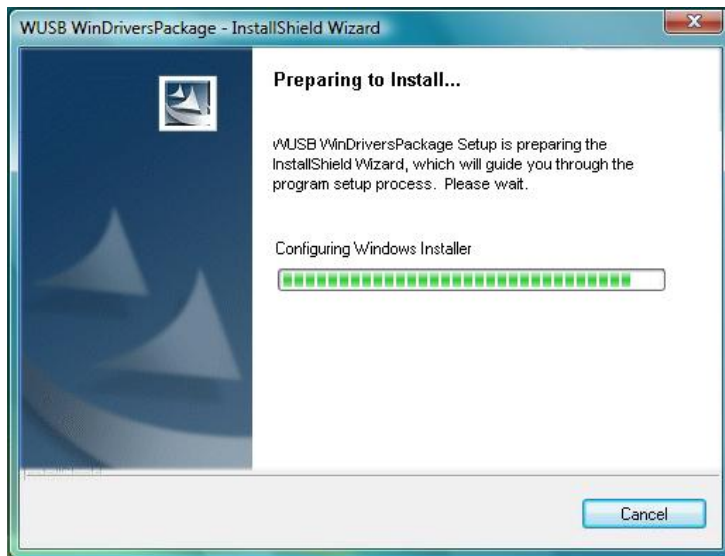
5. If you select **Option 1: Install Directly from CD**, the install wizard begins installing the Wireless USB software. The installation process may include more than one stage to accommodate different drivers that are installed. Following the Wireless USB drivers, the Display drivers and application are installed.



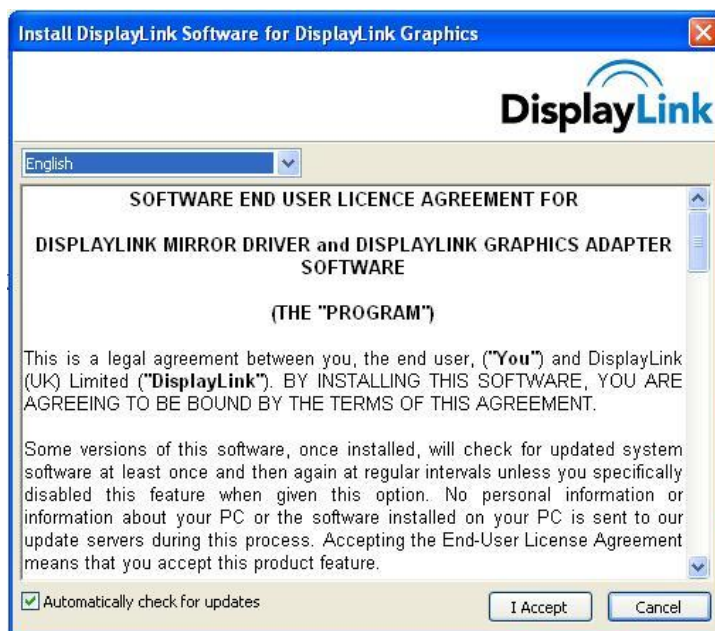
6. Choose your geographic region to comply with your local radio regulations. This setting can be changed if needed once the software is installed.



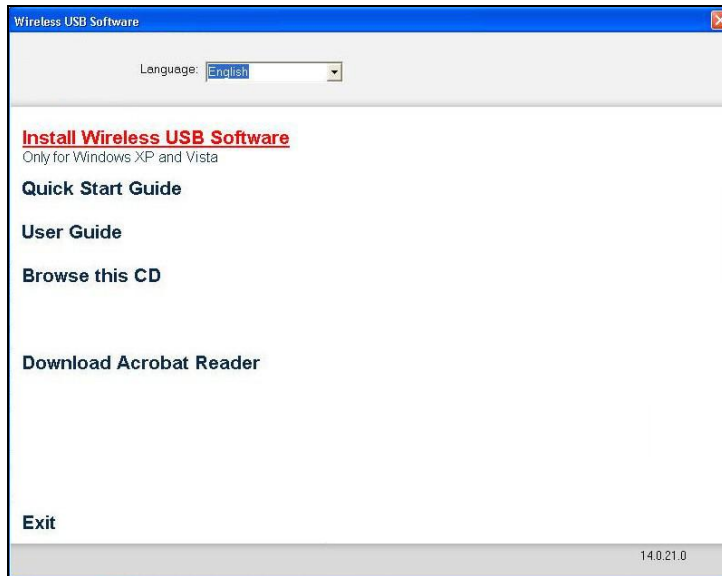
7. Follow the onscreen instructions, and proceed by clicking **Next>** when prompted, or by approving authorization requests to continue the installation.




8. When the Wireless USB Driver installation has completed, the Display driver installation begins. Click **I Accept** to approve the end-user license agreement and continue installation.



9. When the installation procedure has successfully finished, you are automatically returned to the opening screen of the Autoplay menu. You may be requested to reboot.





3.1 Connect the PC Adapter to the PC

1. Connect the Wireless USB PC Adapter to a high speed PC USB port. The system will automatically detect and install the drivers for the connected PC Adapter
2. System Tray icon turns red  to indicate that the PC Adapter (Host) is ready to connect to any paired device in range

3.2 Connect the A/V Adapter

1. Attach the A/V Adapter to the remote display device (TV/Projector/Monitor), and ensure the PC (with PC Adapter attached) is within 3 meter distance from the A/V Adapter for the initial connection. Ensure the two adapters have clear line-of-sight. Connect the provided power supply to the A/V Base power receptacle.

Note: The PC Adapter and Device Adapter in this set are already paired and do not require performing a pairing procedure. If you should need to perform pairing manually for any reason (e.g. connecting to a new host PC Adapter, or adding a Device Adapter that was not purchased in a set), please refer to Appendix B: Pairing Procedure

2. Wait for the System Tray icon to turn green , indicating that a wireless connection with the A/V Adapter has been established. The Display icon  is also displayed as soon as a connection is established and the Display drivers are active.



Note: If you do not see the icon changing to green, or do not see the Display icon, please see Appendix A: Troubleshooting Help for suggestions.

3.2.1 Connecting Audio

The following options can be used to connect an Audio Output Device to the A/V Adapter:

Using the HDMI connector. Connect the HDMI cable to the A/V Base. Both video and audio are delivered on the same HDMI cable. Connect the other end of the cable to the appropriate HDMI port on the TV/Projector/Monitor.

Using the dedicated 3.5mm port. Connect an audio cable with a 3.5mm (mini-stereo) plug to the audio jack on the A/V Base. Connect the other end of the cable to the appropriate audio input jack on the audio device.







Note: The audio output is activated automatically. If you need to set the audio output device manually, see Setting Audio Output Device.

4 Wireless USB Manager User Interface

The Wireless USB Manager allows you to monitor and control the available Wireless USB devices and connections that are within range of the PC.

4.1 Wireless USB Manager System Tray Icon

The Wireless USB Manager icon is automatically displayed in the Windows System Tray whenever Windows starts. The color and shape of the icon indicates the current activity state, as described in the following table:

| Icon Color | Status |
|---|--|
|  | Connected (green icon) A wireless connection is established with a Wireless USB Device Adapter . |
|  | Host Hardware Enabled (red icon) Wireless USB PC Adapter is connected to the PC (PC Adapter is enabled), but no wireless connection is detected. |
|  | Host Hardware Disconnected (gray icon) Wireless USB PC Adapter is not connected. |
|  | Host Hardware Disabled (gray icon with X) Wireless USB PC Adapter is disabled. Note: Under the Japan regional setting, this icon is displayed whenever the AC power source is disconnected from the PC. |
|  | Wireless USB Channel is Busy (green icon with exclamation) Low channel quality detected, but at least one Wireless USB device is still connected. To improve connection quality, see Appendix A: Troubleshooting Help for suggestions. |
|  | Wireless USB Channel is not available (red icon with exclamation) No available channel detected. To improve connection quality, see Appendix A: Troubleshooting Help for suggestions. |

4.2 Accessing the Wireless USB Manager

To access the Wireless USB Manager:

- Right click the Wireless USB Manager System Tray icon  and select **Wireless USB Connections** to display the **Wireless USB Manager** screen.



Figure 3: System Tray Icon - Context menu

Table 1: Context menu options

| Menu Option | Description |
|----------------------|--|
| Wireless USB Manager | Displays the main user interface, which displays a list of Wireless USB devices that are available, and their connection status (Connected , Not Connected , Blocked) |
| Help | Opens the help/troubleshooting file (HTML format) in a browser |
| About | Displays the About screen, containing version information for the drivers and software. |
| Exit | Closes the Wireless USB Manager application |

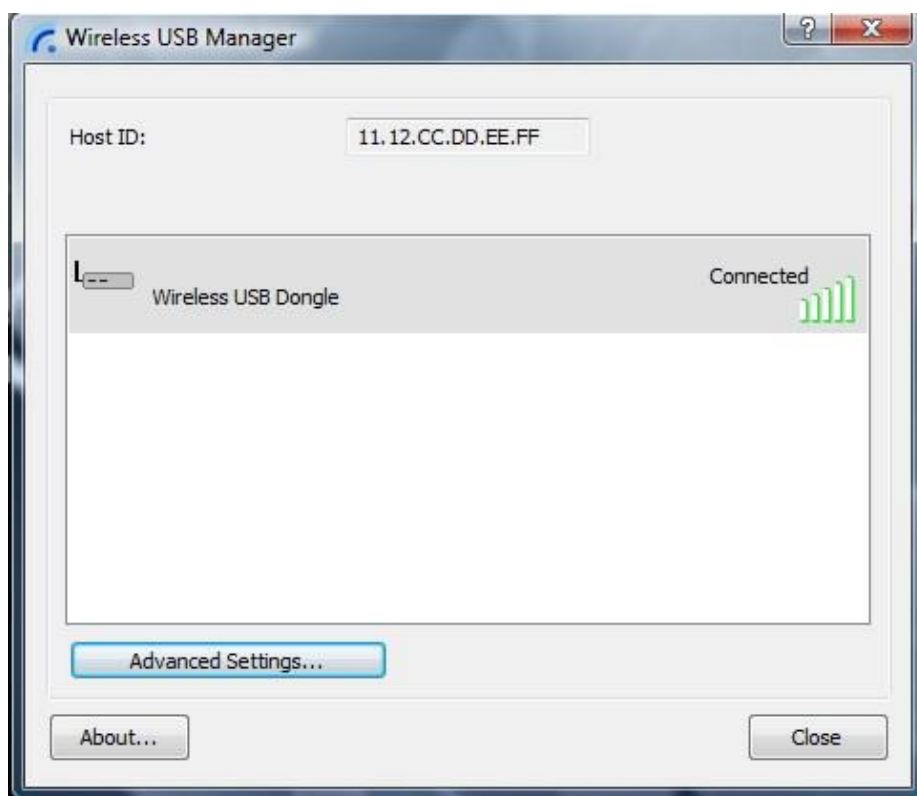


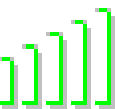

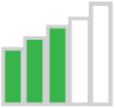

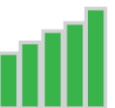


Figure 4: Wireless USB Manager – remote device connected

Table 2: Wireless USB Manager Options

| Menu Option | Description |
|----------------------------|--|
| Host ID | Displays the currently connected PC Adapter ID number |
| Connection Quality: | <p>The following are the different states of the connection status icon which indicates the connection quality:</p> <div> <div>Blocked</div>  </div> <div> <div>Not connected</div>  </div> <div> <div>Connected</div>  </div> <div> <div>Medium</div>  </div> <div> <div>Good</div>  </div> <div> <div>Very Good</div>  </div> <div> <div>Excellent</div>  </div> |

4.3 Blocking or Disassociating a Device

The Wireless USB Manager screen allows you to remove devices or to temporarily disable them from connecting to the Host.

To Block a device temporarily, and prevent it from connecting to the Host:

- Right click the device name in the Connection list and select **Block Device**.

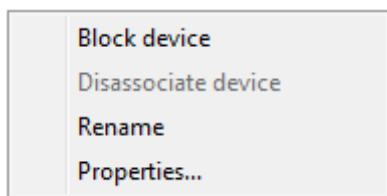


Figure 5: Wireless USB Manager Context Menu

To remove a device from the list of available devices completely:

- Right click the device name in the Connection list and select **Disassociate Device**

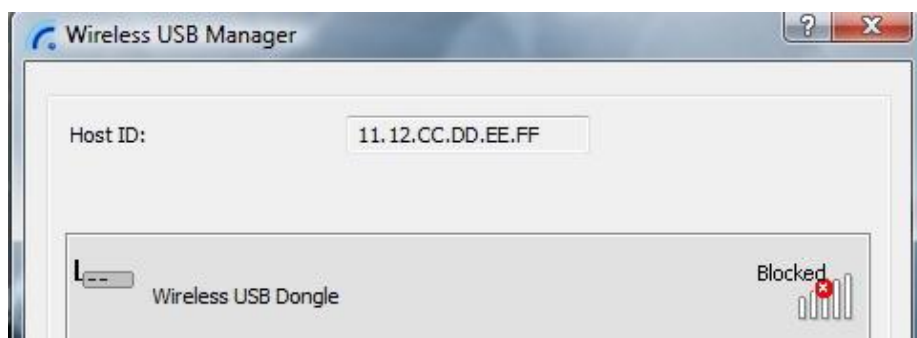


Figure 6: Wireless USB Manager– remote device blocked

Note: The **Disassociate Device** option is only available for Device Adapters that are purchased separately and not in a set. For information about pairing an Adapter set, see Appendix B: Pairing Procedure.

Table 3: Context Menu Options

| Menu Option | Description |
|-----------------------------|--|
| Block/UnBlock Device | Allows you to temporarily disable a device from connecting with the Host. |
| Disassociate Device | Removes the device from the list. To return the device to the list, Pairing must be performed again. |
| Rename | Allows you to change device name as it appears on the Wireless USB Manager. |
| Properties | Displays the properties screen for this device. |

4.4 Changing Device Names in the Wireless USB Manager

The Wireless USB Manager screen allows you to modify the name of the device that appears in the connections list.

To modify the device name:

1. Double-click the device name
2. Enter the text that you want.
3. Click anywhere outside of the device name area to finalize.

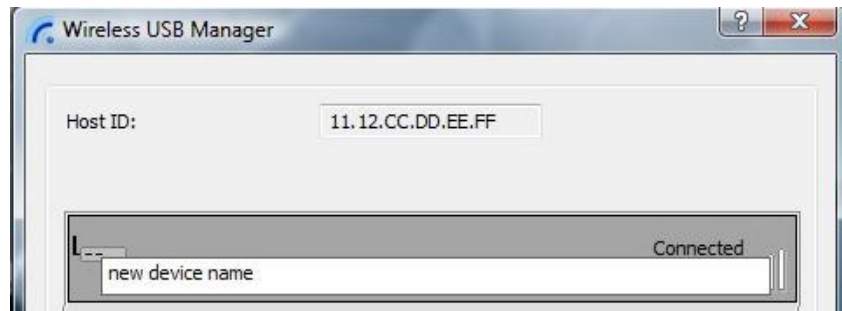


Figure 7: Editing Device Name in Wireless USB Manager

4.5 Advanced Settings

The **Advanced Settings** screen of the Wireless USB Manager allows configuration of the Channel and Region selection in the Host. To access the **Advanced Settings** screen:

- In the Wireless USB Manager screen, click **Advanced Settings**

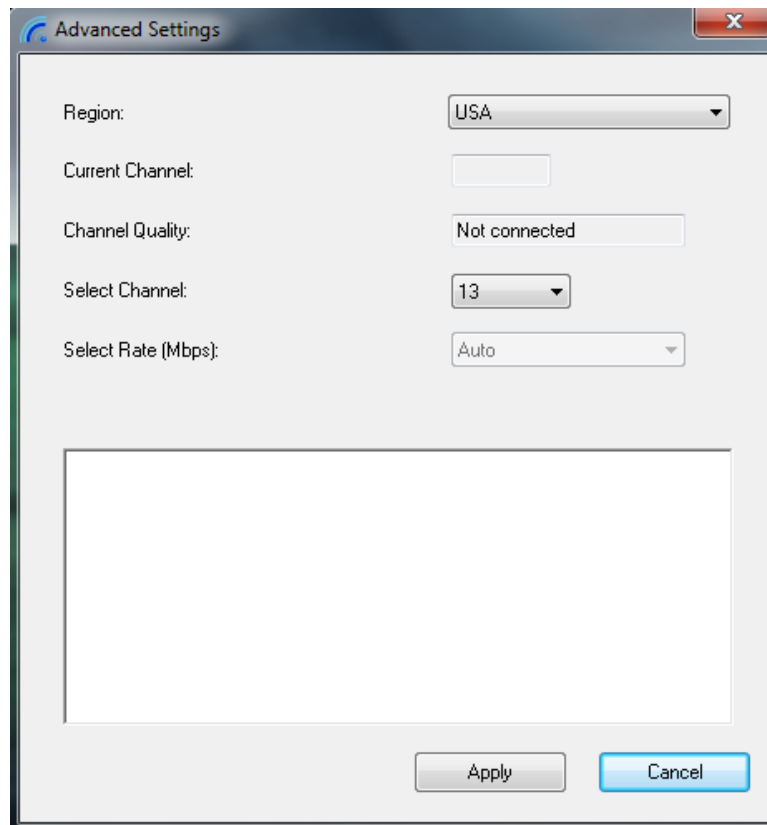


Figure 8: Advanced Settings Screen

| Option | Description |
|------------------------------------|---|
| Region: | Allows selecting the regulatory region: USA, Europe, Japan, Korea, China |
| Current Channel (read only) | Displays the current PHY Channel |
| Channel Quality (read only) | Displays Channel quality: Excellent, Very Good, Good, Low, Not Connected |
| Select Channel | Allows selecting PHY Channels: 13*, 14, 15# |
| Select Rate (Mbps) | This option is not active. |
| OK | Applies configuration changes that were made |
| Close | Closes the Advanced Settings screen |

Notes: * This is the default value for USA region.

This is the only available option for Europe, Japan, Korea and China regions.

5 Using and Configuring the A/V Adapter

The following are suggested work modes for connecting a display screen to the A/V Adapter:

- **Mirror Mode**
- **Extend Mode**
- **Laptop with Lid Closed**
- **External Display Only**

Note: On Windows XP/Vista, the display properties for the A/V Adapter can be configured in two ways: as described in Sec. 5.3.1 Configuring the Display via the Display Icon Context Menu in Windows XP/Vista, or as described in Sec. 5.3.2 Configuring the Display via Windows Display Properties in Windows XP/Vista.

On Windows 7, refer to Sec. 5.2 Configuring Display in Windows 7.

When changing settings, or during first connection between the PC Adapter and A/V Adapter, the PC display may flicker or turn on and off as the screen resolution is automatically adjusted.

5.1 Using the A/V Adapter

Upon first time operation, the A/V Adapter is in Extend mode, this section describes the different modes that can be set. In Sec. 5.2 and 5.3.2 you will find the procedures for configuring these modes.

5.1.1 Using Mirror Mode

Mirror mode is used to display the identical content on the additional screen as is shown on the main PC/Laptop screen. Mirror mode is generally used to display the PC contents on a larger or higher definition display. See Figure 9: Mirror Mode - displaying PC desktop on a larger display screen.



Figure 9: Mirror Mode - displaying PC desktop on a larger display screen

Note: Mirror mode is not recommended for playing HD video.

5.1.2 Using Extend Mode

Use the **Extend** mode to display different content on each display screen. In **Extend** mode, the display attached to the A/V Adapter becomes an extended part of the Windows desktop. The extra desktop area is a great productivity aid, allowing you to view or work with more applications or documents at the same time. You can also use this mode to extend your desktop to fill multiple screens that are positioned next to each other for a larger continuous work space.

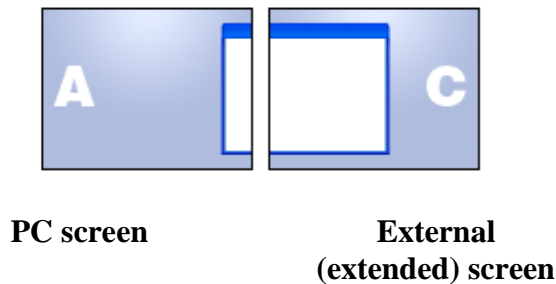


Figure 10: Illustration of extend mode

Note: Extend mode is recommended for playing HD video.



Figure 11: Extend Mode - using second display for an additional application or a movie

5.1.3 Laptop Operation with the Lid Closed

You can work conveniently with a laptop by setting its default action upon closing the lid to **"Do nothing"** (to prevent the laptop from entering "sleep" or "hibernation" mode, **Control Panel > Power Options, "When I close the lid:" - "Do nothing"**), and then set the A/V Adapter screen as the primary display while disabling the main.

The laptop lid can then be closed, and the laptop can be used with the A/V Adapter screen and an external keyboard and mouse attached to the laptop. This configuration can be used together with either Mirror mode or Extend mode.

5.1.4 External Display Only

When you want to use the external display only, you can close your main monitor and view movies on the external display attached to the A/V Adapter.

5.2 Configuring Display in Windows 7

5.2.1 Setting Mirror or Extend Mode in Windows 7

In Windows 7, there is a built in support for external monitor. To use it press the windows key together with the P key (**⊞+P**), and then the following menu will appear:




Figure 12 - Switching projection mode under Windows 7

For mirror mode, choose **Duplicate**

For Extend mode, choose **Extend**

5.2.2 Configure Screen Options in Windows 7

When a link is established with the Wireless USB A/V Adapter, the Display drivers are activated and the Display icon  appears in the Windows system tray.

The right-click context menu of the Display icon contains configuration options that correspond to the display mode.

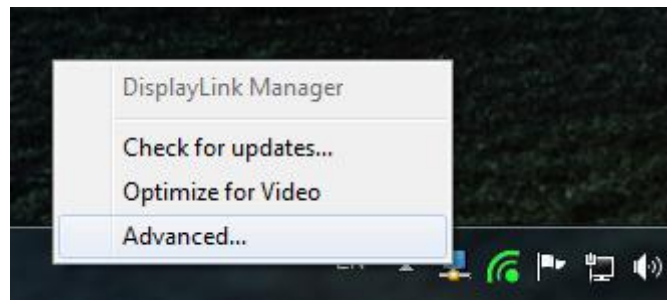


Figure 13 - DisplayLink Context Menu

To configure screen resolution, or any other display option, choose **Advanced**. The following window will appear:

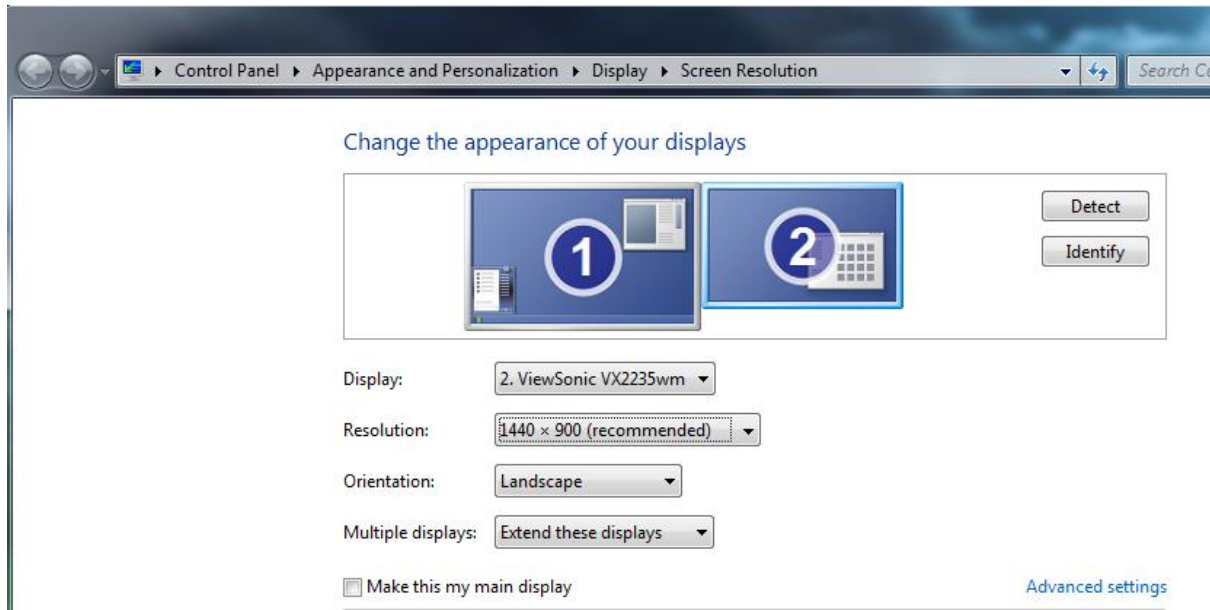



Figure 14 - Windows 7 Display Settings

To change any of the external display settings:

1. Select the appropriate display name in the **Display** scroll down options. You should select the name of the TV/Monitor/Projector connected to your A/V Adapter.
2. Select the desired value in any of the available settings:
 - a. **Resolution:** your external display resolution.
 - b. **Orientation:** select either Landscape or Portrait.
 - c. **Multiple displays:** select either Mirror or Extend mode.
 - d. **Make this my main display:** mark this option to make the external display the primary display on which the desktop is displayed.

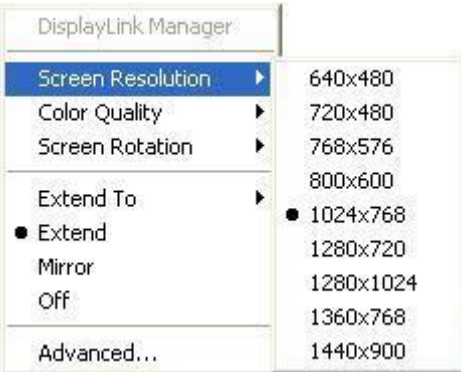
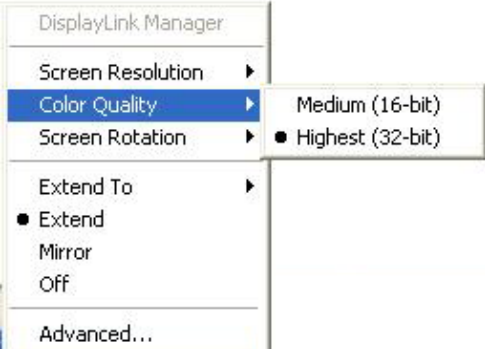
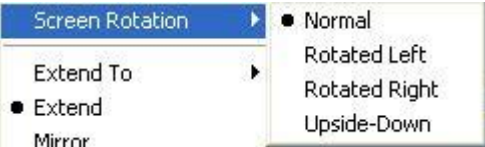

5.3 Configuring Display in Windows XP/Vista

5.3.1 Configuring the Display via the Display Icon Context Menu in Windows XP/Vista

When a link is established with the Wireless USB A/V Adapter, the Display drivers are activated and the Display icon  appears in the Windows system tray.

The right-click context menu of the Display icon contains configuration options that correspond to the display mode.

Note: When changing settings, the PC display may flicker or turn on and off as the screen resolution is automatically adjusted.

| Configuration Option | Options available | Remarks |
|----------------------|--|--|
| Screen Resolution |  | Extend mode only |
| Color Quality |  | Extend mode only |
| Screen Rotation |  | Mirror and Extend modes |
| Extend To |  | Extend mode only |
| Extend | Sets the Extend mode | |
| Mirror | Sets the Mirror mode | |
| Off | Disables the remote display | Select Mirror or Extend mode to enable the display |
| Advanced | Opens the Windows Display Settings screen | |

5.3.1.1 Setting Mirror Mode in Windows XP/Vista

To set the display to **Mirror** mode:

- Right click the DisplayLink System Tray icon  and select **Mirror** from the context menu




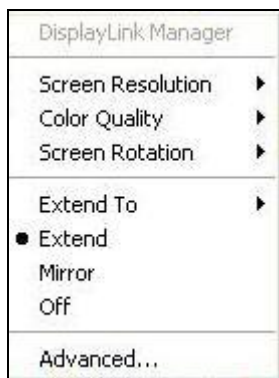
- The resolution, color depth and refresh rate of the primary screen are duplicated on the display connected to the A/V Adapter.
- If the display connected to the A/V Adapter supports a lower resolution than the primary display, the primary graphics device will have its resolution changed automatically to ensure the whole picture fits on the additional display screen.
- If the display screen connected to the A/V Adapter is larger than the primary screen, the image will be adjusted to a letter-box frame to preserve the correct aspect ratio.

Note: When changing from Extend to Mirror mode, it is recommended to first set the Display to Off, and then set to Mirror.

5.3.1.2 Setting Extend Mode in Windows XP/Vista

To set the display to **Extend** mode:

- Right click the DisplayLink System Tray icon  and select **Extend** from the context menu.
You can also select the **Extend To** option to specify which side of the extended space is occupied by the extended display.



Note: When changing from Mirror to Extend mode, it is recommended to first set the Display to Off, and then set to Extend.

To place an application window in the extended space, use the following tips:

- Reduce the application window size to about half the normal size, and then drag the application window (dragging by the Title Bar at the top of the screen) past the edge of your main display and into the extended display space. Resize the window in the extended space as needed for comfortable viewing.

- When dragging a running process window such as a movie or other application from the main screen to the extended screen, it is recommended to pause or stop the running application first, and restart it in the extended screen.

5.3.2 Configuring the Display via Windows Display Properties in Windows XP/Vista

Display settings can also be configured from the **Windows Display Properties** dialog box. (In Windows Vista: right click on the desktop, select **Personalize > Display Settings**. In Windows XP: right click on the desktop, select **Properties>Settings** tab).

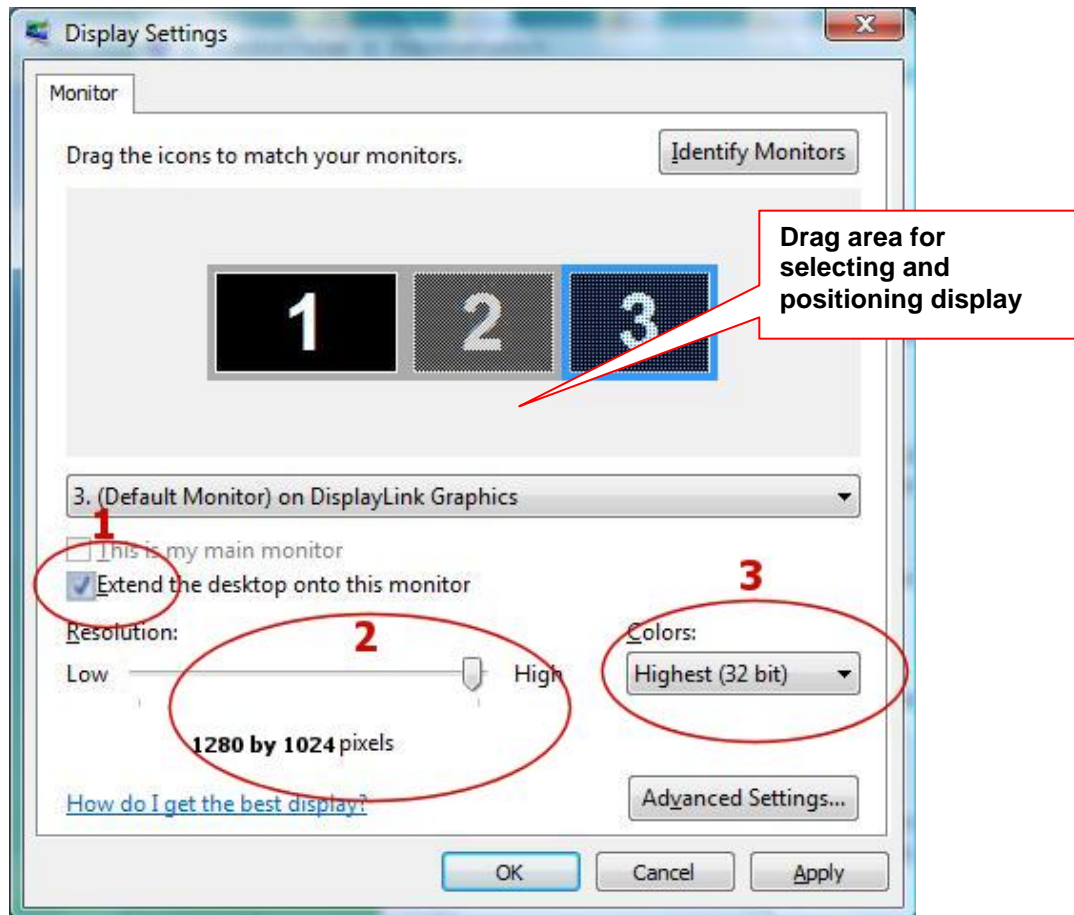


Figure 14: Windows Display Settings

5.3.2.1 Selecting the Correct Display Monitor

In the monitor drop down box, find the entry for the A/V Adapter display monitor "**...on DisplayLink Graphics**". You can arrange this display's position with respect to the other monitors on the extended desktop by using the drag area at the top of the Windows Display Settings dialog. If you are not sure which number represents which display, click **Identify Monitors** and a large identifying number will appear on each display.

5.3.2.2 Setting the Display to Extend or Mirror Mode

To set the display in Extend mode, check the option **Extend the desktop onto this monitor**

To set the display into Mirror mode, uncheck the box marked **Extend the desktop onto this monitor** (see circle #1 in Figure 14).

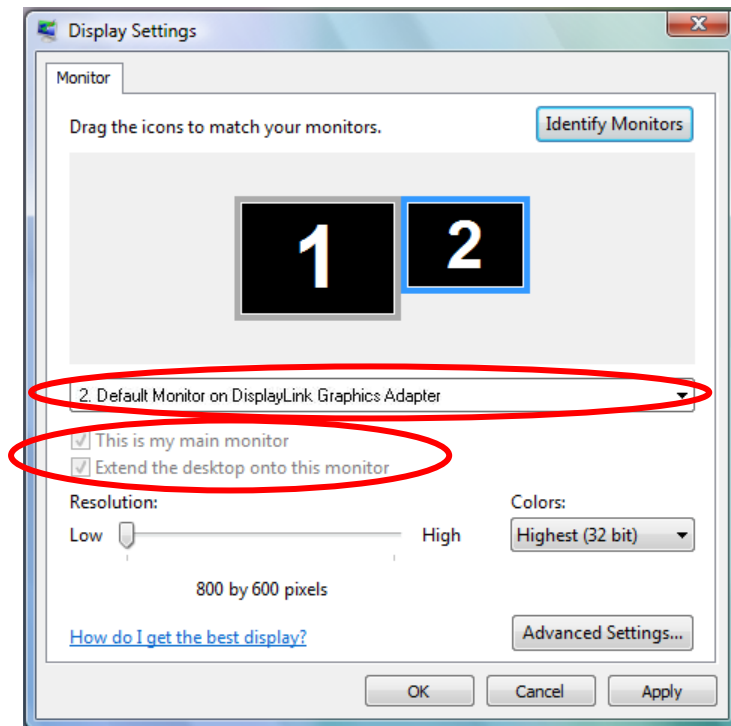
5.3.2.3 Adjusting Screen Resolution

Use the **Resolution** slider to adjust the desired resolution of the display (see circle #2 in Figure 14).

5.3.2.4 Adjusting Color Level

Use the **Colors** drop-down box to select a color complexity level (see circle #2 in Figure 14).

5.3.2.5 Setting the A/V Adapter as the Primary Display



To make the A/V Adapter display the primary display:

1. Select the screen that is connected to the A/V Adapter - for example "**Default Monitor on DisplayLink Graphics Adapter**" as shown in the screen above.
2. Check the option **Extend the desktop onto this monitor.**
(In Windows XP - **Extend my Windows desktop onto this monitor**).
3. Check the option **This is my main monitor.**
(in Windows XP - **Use this device as the primary monitor**).
4. Click **OK** to save the new settings.

Note: On some PCs it is necessary to disable the main display (uncheck the box marked 'Extend the desktop onto this monitor' for the main display) as part of the same settings change.
The A/V Adapter remains the primary one if the PC enters Hibernation or Suspend mode or is rebooted. If the A/V Adapter is detached, the main display becomes the primary display again.

5.4 Optimizing Wireless Video Display

The following are suggested operating modes for best results in displaying video with the Wireless USB A/V Adapter. Additional suggestions can be found in Appendix A: Troubleshooting Help.

5.4.1 Use Extend Mode

For optimum performance it is recommended to use Extend mode. When playing HD movies it is recommended to limit the extended screen to 720p resolution (i.e. 1280x720) or any closer resolution.

5.4.2 Optimizing Internet Video Viewing

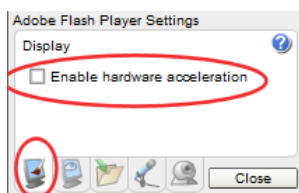
Many video content websites use an embedded Adobe Flash player to show video content. In some cases to achieve best performance with the Flash player, (for example, when viewing online video content in full screen mode) adjust the Flash Player settings as follows.

To optimize the Flash player for the A/V Adapter:

1. Right click the video content on the website and select **Settings** from the Adobe Flash Player context menu.



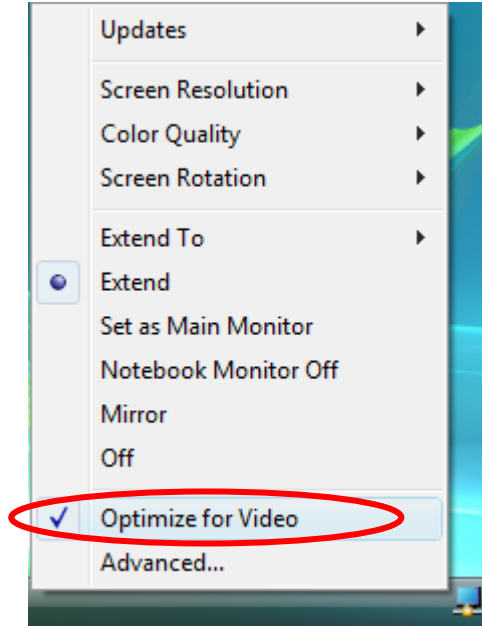
2. In the **Adobe Flash Player Settings** screen, uncheck the **Enable hardware acceleration** option and click Close to close the settings screen.



3. Resume viewing the video content.

5.4.3 Using Optimize for Video Mode

For best performance when using the Wireless A/V Adapter, use the Optimize for Video mode (if available).

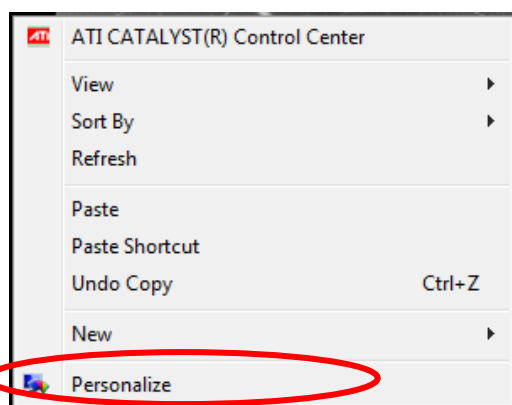


5.4.4 Setting Aero Desktop Theme in Vista

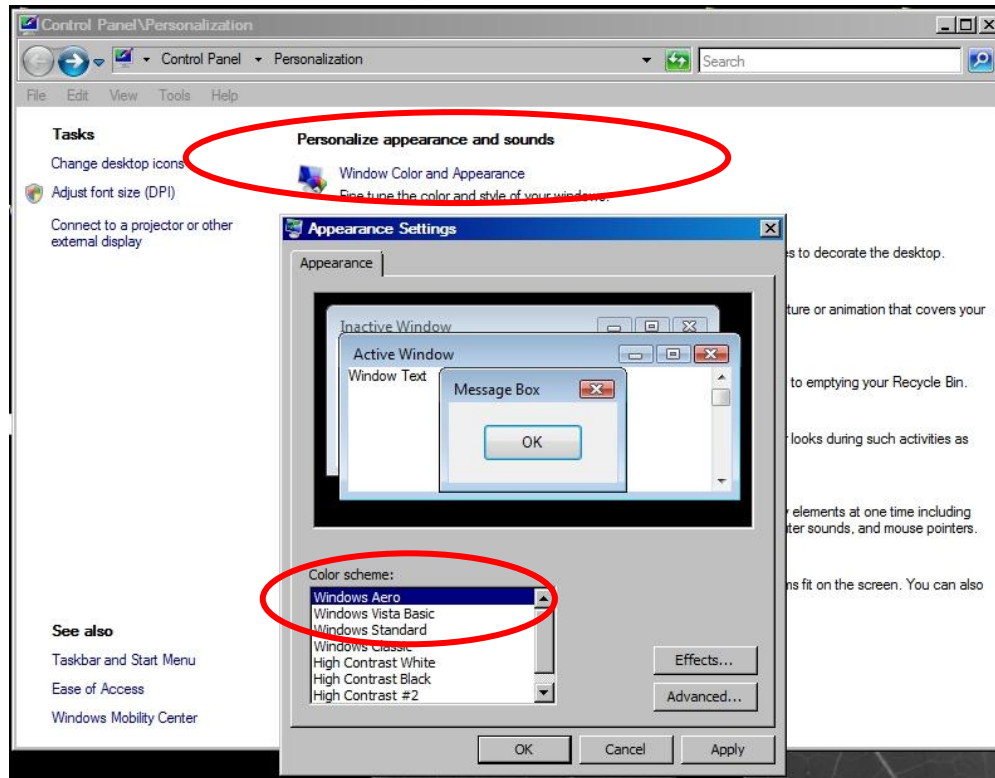
For best performance when using the Wireless A/V Adapter with Windows Vista operating platform, it is recommended to use the **Aero** desktop theme.

To set the Vista desktop to the Aero theme:

1. Right click the desktop and select Personalize.



2. In the **Control Panel > Personalization** screen, select **Windows Color and Appearance**



3. Select **Windows Aero** from the **Color scheme list**, click **OK** to save the new setting.

5.4.5 Recommended Media Player Applications

On Vista WDDM Aero and Windows XP (in Extend mode), the A/V Adapter can display media files and DVDs using the following media players:

- Windows Media Player 11 (<http://www.microsoft.com/windows/windowsmedia/default.mspx>)
- WinDVD 8 (www.intervideo.com)
- PowerDVD 7 (www.cyberlink.com)
- RealPlayer 11 (www.real.com)

Note: To get a better idea of what you can do with the A/V Adapter and multiple display screens, please see the web page "How it Works" at this address:
http://www.displaylink.com/how_it_works.html

5.4.6 Recommended Minimum System Requirements

For best performance, the following are the recommended minimum system requirements:


- Personal computer with USB 2.0 port available
- Microsoft Windows® XP SP3, or Microsoft Windows Vista SP2 (32 or 64 bit)
- TV/display/projector with VGA or HDMI port
- When using Windows XP:

- For office use, productivity, web browsing etc.: At least 1.6GHz Atom or Celeron processor and 512MB memory
- For full screen video, 720p playback etc.: At least 1.8GHz Core2 Duo processor and 1GB memory
- When using Windows Vista:
 - For office use, productivity, web browsing etc.: At least 1.6GHz Core Solo processor and 1GB memory
 - For full screen video, 720p playback etc.: At least 1.8GHz Core2 Duo processor and 1GB memory

5.5 Setting Audio Output Device


The PC audio output device should set itself automatically to the connected A/V Adapter C-Media audio device. If it doesn't, you can select the correct Audio Playback device from the drop down dialog as follows:

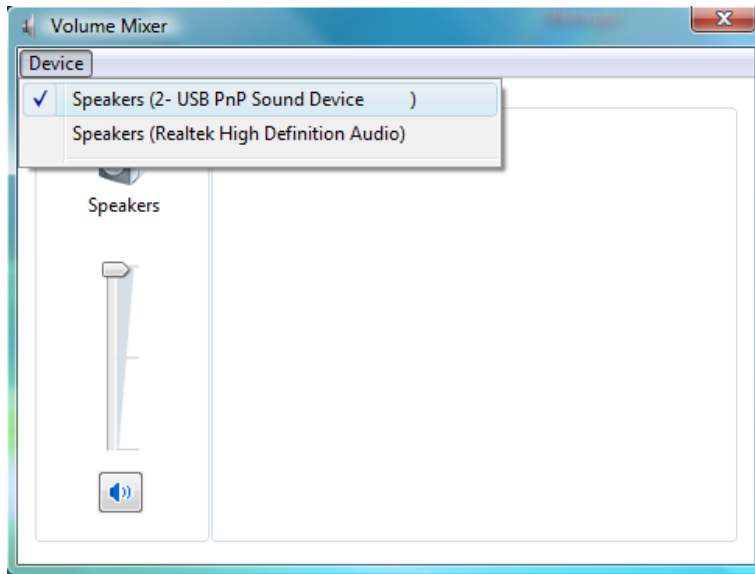
In Windows XP:

1. Right click the **Volume** icon  in the System Tray and select **Adjust Volume Properties**.
2. In the **Sounds and Audio Devices Properties** screen, select the Audio tab.
3. In the **Sound Playback > Default Device** drop-down box, select the **USB PnP Sound Device**.
4. Click **OK** to save the new setting.




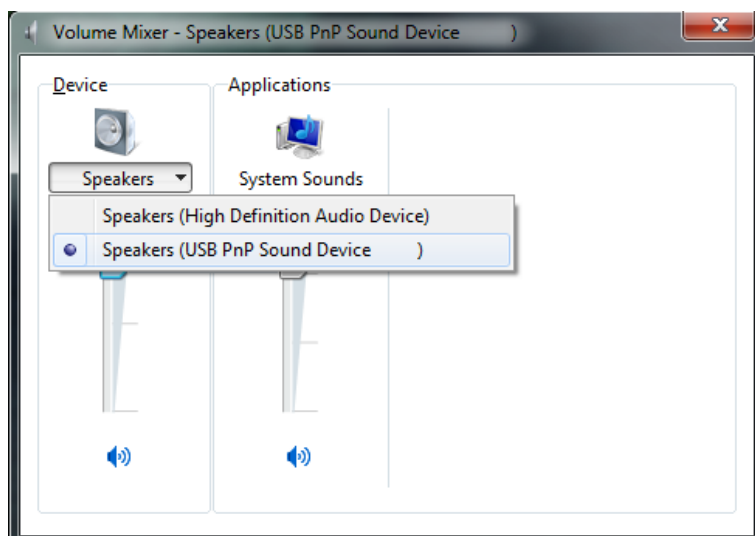
In Windows Vista:

1. Right click the **Volume** icon  in the System Tray and select **Open Volume Mixer**.
2. In the **Volume Mixer** screen, click **Device** and select the **USB PnP Sound Device** from the drop down list.
3. Close the **Volume Mixer** screen to save the new setting.



In Windows 7:

1. Right click the **Volume** icon  in the System Tray and select **Open Volume Mixer**.
2. In the **Volume Mixer** screen, under **Device**, click **Speakers** and select the **USB PnP Sound Device** from the drop down list.
3. Close the **Volume Mixer** screen to save the new setting.



6 LED Indications

The following LED indications allow you to see the operational status of the Wireless USB adapters.

- **Power:**
 - OFF when no power is applied or adapter is not connected
 - Momentary green when initially connected to USB port.
- **Traffic** — Rapid flashing when data is received.

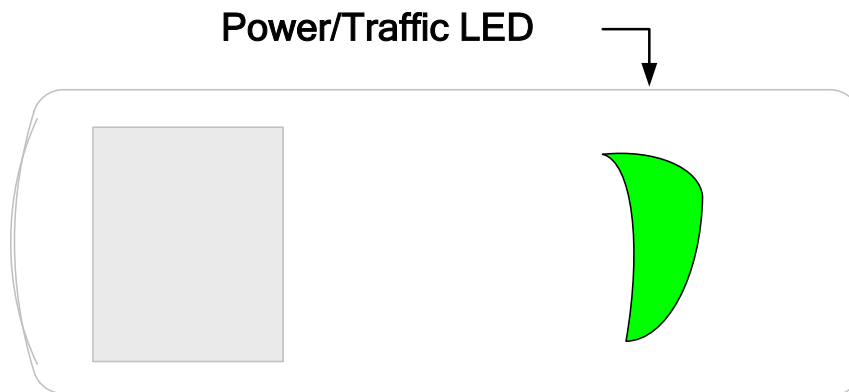



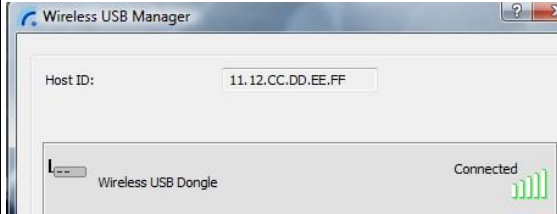




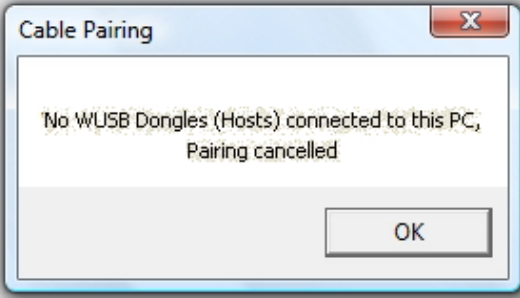
Figure 15: Wireless USB Adapter LED

Appendix A: Troubleshooting Help

| Problem/Question | Symptoms | Solutions |
|---|--|--|
| PC Adapter is attached to PC, but I see the Gray icon in System Tray. | Host show Disconnected  (Gray) icon in System Tray | Detach and re-attach PC Adapter OR Exit from the Wireless USB Manager (right-click the System Tray icon, select Exit) and restart the Wireless USB Manager. OR Detach PC Adapter, restart PC, re-attach the PC Adapter |
| Display Adapter icon is not displayed in the System Tray | Display Adapter icon  is not displayed in the System Tray. | Detach and re-attach the power supply of the A/V Adapter OR Detach and re-attach the PC Adapter to restart the adapter hardware. OR Reset the PC and try again to establish the wireless connection to the A/V Adapter. |
| The External Display is not activated | No image is displayed by the remote screen (external display). | Check to see that the video cable between the A/V Adapter and the display screen is connected properly and securely. Ensure that you have selected the correct input source in the display screen controls (e.g. HDMI, VGA, Line In, and Digital Input). Check to see that the power supply to the display screen is connected properly. Make sure that the Screen Resolution that is set on the PC is supported by the external display. Please see Sec. 5.2 Configuring Display in Windows 7 or Sec. 5.3 Configuring Display in Windows XP/Vista. You can also try switching between the different screens resolutions until picture appears on the TV. |
| The A/V Adapter is not activated | No image is displayed by the remote screen, and the A/V Adapter LED is off. | Make sure you have connected the power supply to the correct port on the A/V Base. |
| Movie playing is disrupted by moving the laptop | Some laptop models offer an active hard-disk protection feature that locks the hard-disk when too much motion is detected by the laptop. This may cause movie playing to be disrupted when moving or jarring the laptop. | Disable or lower the sensitivity of the active hard-disk protection mechanism. |

| Problem/Question | Symptoms | Solutions |
|---|---|--|
| Movie playing performance is poor | Movie playing is jumpy or uneven or may get stuck due to weak wireless connection. | Open the Wireless USB Manager and check the Connection Quality indication - adjust the distance and/or the line of sight between the PC and the A/V Adapter to improve the wireless connection quality. |
| Online movies freeze in full screen mode | Movie freeze when going to full screen mode on websites which use an embedded Adobe Flash player. | In the Adobe Flash Player Settings screen, uncheck the Enable hardware acceleration option. Please see Sec. 5.4 Optimizing Wireless Video Display. |
| Video does not play properly on Apple's QuickTime player | When using QuickTime player, the video looks green/pink or does not play on the remote display. | Open QuickTime: Click Start > Program Files > QuickTime . On the QuickTime application click Edit > Preferences > QuickTime Preferences , and then switch to Safe Mode under the Video setting. |
| TV by default is setup to a specific resolution, and is not scanning the HDMI for supported resolutions | When connecting a TV in HDMI mode the picture on the TV is too big (only part of my laptop screen is showing), OR When connecting a TV in HDMI mode the picture on the TV is too small (Black bars are seen around the picture). | In the TV setup screen look for a method for either: <ul style="list-style-type: none"> ▪ Enabling the HDMI scan ▪ Switch to PC mode ▪ Disable Over Scan If neither of these modes is available, please try to select different screen resolutions in the TV until you find one that fits the resolution you have selected on your laptop screen settings. |
| For more Display Adapter tips and information: | Please refer to the Support Knowledgebase section of the DisplayLink website for more specific information and answers to questions: www.displaylink.com/support/knowledgebase.php For basic definitions, see the Frequently Asked Questions : www.displaylink.com/setup_faqs.html . | |
| Audio is not synchronized with the video | When you play a video, the audio part of the playback may not be synchronized with the video playback. | Change the active power plan to 'Always On' or to 'Balanced' or to 'High Performance'. XP: Click Start , select Control Panel . Click Power Options . Under Power Schemes select Always On . Vista: Click Start , type power in the Start Search box, and then click Power Options in the Programs list. Under Select a power plan , click Balanced or click High performance . |

| Problem/Question | Symptoms | Solutions |
|---|--|--|
| No Audio on the remote speakers connected to the A/V Adapter | When you play a video and the audio part of the playback is heard from the PC speakers and not from the remote speakers. | Make sure you have connected the remote speakers to the 3.5mm audio port. On the media player press Stop and then Play to restart the video. Please see Sec. 5.5 Setting Audio Output Device for further details. |
| Problems in establishing connection with Device  (red) icon in System Tray | To check if a device is connected, right click the System Tray icon and select Wireless USB Manager to view the list of available devices and to see the green Connected icon next to the device name of the newly established connection  - Green System Tray icon  does not light up to indicate that a connection has been established, OR - The Device is not listed in the Wireless USB Manager screen | Power not connected to Device: ensure that the correct power supply is connected to the device side. Device Adapter requires restart: detach and re-attach the Device Adapter from the Table Adapter to restart the hardware. Wireless Device is out of range: if you experience frequent Wireless link disconnection, the Wireless Device may be out of range –the solution is to bring the Wireless Device closer to the Wireless USB Host. Device Adapter requires pairing: if you are adding a Device Adapter that was not part of a set, or if you are connecting to a new unrecognized Host, you may need to perform the Pairing procedure see Appendix B: Pairing Procedure. |
| Channel busy message displays when I try to change the channel Note: manual channel selection may be restricted by local communication regulation laws. | External radio interference may exist close to the PC/device Channel selection SW may have failed | Another wireless system may be in use in proximity to the PC or device environment, and may cause temporary interference to the wireless USB system. Try to select a different channel (where applicable - local regulatory restrictions may apply). Close the message box, detach the PC Adapter from your PC and re-attach it. If the message displays again, try to change the channel again. |
| Problems with Pairing see also - Appendix B: Pairing Procedure | The Pairing procedure does not result in the confirmation screen "WIRELESS USB device has been paired", or results in an error message.  | Detach and re-attach Device Adapter OR Re-attach PC Adapter, then attach Device Adapter OR Detach all Adapters, restart PC and try Pairing again. |

| Problem/Question | Symptoms | Solutions |
|---|---|---|
| <p>Pairing with multiple Hosts present – each pairing must correspond to a specific PC Adapter (Host)</p> <p>see also - Appendix B: Pairing Procedure</p> | <p>If more than a single PC Adapter (Host) has been attached to the PC at any time, the pairing process requires that at least one PC Adapter be connected while the Device Adapter is being paired</p>  | <p>Ensure that a single PC Adapter is attached to the PC, and then re-attach the Device Adapter to perform Pairing.</p> |

Appendix B: Pairing Procedure

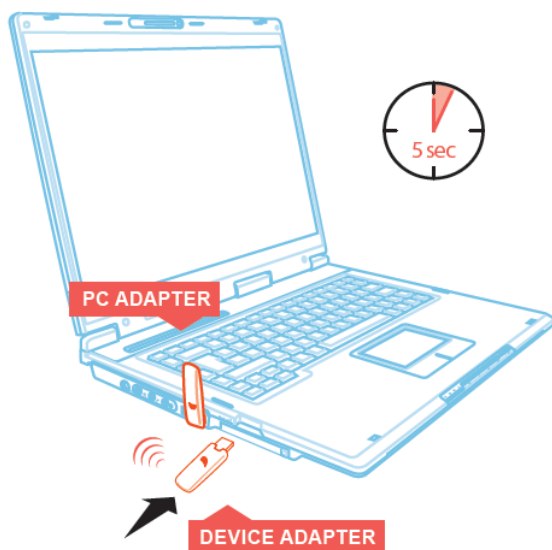
The PC Adapter and Device Adapter in this set are already paired and do not require performing a pairing procedure. If you should need to perform pairing manually for any reason (e.g. connecting to a new host PC Adapter, or adding a Device Adapter that was not purchased in a set), please follow these steps:

To perform Pairing:

1. Ensure that a Wireless USB Host or PC Adapter is connected to the PC.



2. Remove the Device Adapter from the A/V Base and connect it directly to the host PC USB port, do not use the A/V Base or any other accessory to connect to the PC.



3. Upon first time connection of a Device Adapter to the PC, the Pairing driver is installed automatically.
4. Once the Pairing driver is installed, pairing is automatically performed between the host PC and the Device Adapter, and a confirmation message is displayed.
5. Click OK to confirm and close the Cable Pairing screen.
6. Remove the Device Adapter from the PC and reconnect it to the A/V Base.

